
Rev and Tax - Tax Commission, State
General Services

Description:

The General Services Division provides for department-wide support services, policy development, and computer services. Support services include accounting, purchasing, agency copy center, and forms design. Also included in this program is Human Resources and Public Information. Public Information handles public and media inquiries and coordinates Commission publications and news releases.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Improve the quality, quantity, and clarity of information the agency provides.
 - A. Develop a process for reviewing and updating of brochures, educational material, forms, and other correspondence.

Actual Results			
1996	1997	1998	1999
95%	95%	95%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

2. Improve customer education and outreach.
 - A. Develop a centralized outreach program to coordinate agency education efforts for taxpayers and other stakeholders.

Actual Results			
1996	1997	1998	1999
		75%	90%
Projected Results			
2000	2001	2002	2003
95%	100%	100%	100%

3. Increase the percentage of data exchanged, processed, and managed electronically.
 - A. Expand electronic commerce capabilities such as electronic tax filing, electronic mail, electronic payment, information retrieval, and information exchange (EDI).

Actual Results			
1996	1997	1998	1999
15%	20%	30%	45%
Projected Results			
2000	2001	2002	2003
55%	65%	75%	85%

4. Provide a flexible and responsive information technology infrastructure.
 - A. Update existing systems and ensure new systems are year 2000 (Y2K) compliant.

Actual Results			
1996	1997	1998	1999
	30%	75%	95%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Rev and Tax - Tax Commission, State
General Services

5. Provide optimal training for agency staff.

- A. Develop an agency training program that meets the needs and enhances the skills of agency staff.

Actual Results			
1996	1997	1998	1999
	30%	50%	95%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

6. Develop innovative methods to reward staff for excellence or special accomplishments.

- A. Use existing personnel committees to study reward system and make recommendations.

Actual Results			
1996	1997	1998	1999
			75%
Projected Results			
2000	2001	2002	2003
90%	100%	100%	100%

7. Ensure equity and uniformity of policies and implementation of statutes.

- A. Better identify policy issues and ensure communication with staff.

Actual Results			
1996	1997	1998	1999
98%	98%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Program Results and Effect:

The effect of the General Services program is the efficient use of resources to support the Tax Commission mission.

The Commission continued to propose changes to the legislature to enhance the tax code. To achieve compliance with the tax law, the law must be clear, concise, and perceived as fair. Thorough annual review of the tax code will enhance compliance with the law.

Information Technology completed some much needed infrastructure improvements, including a complete rewiring of the Boise Office, upgrades to equipment and software in the agency's computer center, and upgrading PC's and desktop software for most agency staff. Work also began on a major software and hardware upgrade of the agency's wide area and local area networks, to include replacement of aging equipment in our five field offices. Much progress was made in attracting and retaining qualified information technology staff, correcting what was a very serious lack of personnel resources in FY98, and providing some much needed stability for information technology programs. As we begin FY 2000, the major focus of Information Technology will be replacing the agency's outdated database software and computing platform. In this four-year project, the agency will implement a modern relational database computing system along with scanning and imaging capability. These improvements will reduce refund times from weeks to days, improve service to taxpayers, improve the agency's ability to collect tax due from those trying to avoid their obligation, and provide virtually real-time tax collection information to agency stakeholders such as DFM and the Legislature.

Support Services began implementing a fully integrated accounting system in FY98. A receipting program, Solomon software, was purchased in FY98 and fully implemented by the beginning of FY99. The move towards a fully integrated accounting system includes integrating the expenditure, purchasing, inventory, payroll, and budget processes. System requirements have been written for the expenditure and budgeting systems. A vendor should be selected and the process started in FY00. The time frame for this integration is currently not known; however, we are targeting completion by FY 2001.

Human resources continued employee training in FY99 with the Respectful Workplace Training. The training encompasses sexual harassment and any form of discriminatory behavior. A seminar was held for supervisors on employment law. Desktop PC training was given agency-wide. Business writing and presentation skill classes have also been conducted.

For more information contact Laurel Williams at 334-7515.

Rev and Tax - Tax Commission, State

Audit and Collections

Description:

The Audit and Collections Division provides direct taxpayer service to the public from the administrative office in Boise as well as 5 field office locations; collects delinquent taxes and conducts audits on virtually all tax types administered by the agency, by authority of Idaho Code and the Multi-State Tax Compact; conducts discovery and enforcement efforts directed at nonfilers; administers Idaho Unclaimed Property statutes.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Expand and improve the services the agency provides.

- A. Develop a customer information survey.

Actual Results			
1996	1997	1998	1999
		0%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

2. Improve customer education and outreach.

- A. Improve taxpayer access to state and federal tax assistance and other government agency registration requirements.

Actual Results			
1996	1997	1998	1999
100%	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

3. Improve communication and coordination and foster partnerships with agency stakeholders.

- A. Take a leadership role in interagency projects that improve dissemination of information to stakeholders or simplify taxpayer registration requirements.

Actual Results			
1996	1997	1998	1999
100%	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

4. Implement educational audit/compliance reviews.

- A. Establish a statewide managed/self-audit program.

Actual Results			
1996	1997	1998	1999
			100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Rev and Tax - Tax Commission, State
Audit and Collections

5. Increase timeliness, consistency, and scope of our enforcement efforts.

A. Implement procedures and processes that encourage individuals to get back into and remain in compliance.

Actual Results			
1996	1997	1998	1999
		100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

6. Improve audit, enforcement, and investigation processes.

A. Increase use of technology to improve enforcement efforts.

Actual Results			
1996	1997	1998	1999
	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

B. Use a post-audit survey to obtain taxpayer feedback to improve audit effectiveness.

Actual Results			
1996	1997	1998	1999
	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

C. Increase nonresident enforcement through audit/nexus investigations.

Actual Results			
1996	1997	1998	1999
	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Rev and Tax - Tax Commission, State

Audit and Collections

Program Results and Effect:

In FY99, the Division made significant progress in completing identified performance standards. Continued emphasis is placed on taxpayer feedback to improve Tax Commission processes. The Agency Education and Outreach Committee efforts to complete a customer survey to gauge and measure service effectiveness were completed this year.

The Division participation in opportunities to assist taxpayers outside agency offices was successful. Examples include manning Post Offices during the final days of the Tax Drive season. Volunteer Income Tax Assistance (VITA) participation at our Boise office location and throughout Boise, coordination with the Internal Revenue Service for IRS "Problem Solving" day, and manning small fairs throughout the State to aid in tax preparation and information dissemination. A successful stakeholder meeting and a simplified taxpayer registration form listing an interagency committee were completed.

Increased compliance was achieved using the new temporary sales tax permit program. Expansion of the revenue management system (RMS) into all field offices has allowed for better taxpayer documentation and work flow scheduling.

A budget decision unit was submitted for FY99 interns and supervisors for expansion of the successful Managed Audit Program. The base of required holders of unclaimed property continued to be expanded and a manual mass mailing was conducted in early July 1999.

An ongoing post-audit survey program has provided management with meaningful feedback.

For more information contact Laurel Williams at 334-7515.

Rev and Tax - Tax Commission, State

Revenue Operations

Description:

The Revenue Operations Division provides citizens with opportunities to voluntarily file returns, pay on time, and receive prompt refunds. Services include: postal services providing mailing services for the entire agency, receipting of tax documents and payments, account registration and maintenance, records management, and other tax revenue related services.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Increase the percentage of data exchanged, processed, and managed electronically.
 - A. Expand electronic data capture, storage, and retrieval technologies.

Actual Results			
1996	1997	1998	1999
		75%	90%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

- B. Expand telecommunications alternatives for paper tax filings.

Actual Results			
1996	1997	1998	1999
		75%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

Program Results and Effect:

Two new E-Commerce programs were added to our inventory of alternative ways to file and pay taxes. The first program called TELEFILE is for Idaho taxpayers who typically file the short form (Form 40EZ) version of the Idaho income tax return using a touch tone telephone. The number of filings was 17,423 or 20% of those eligible. The second program is for employers who file the Idaho Employer Report of Income Tax Withheld to file and pay using the Internet. This program was implemented at the end of FY 1999. The Commission will be validating similar software for sales tax returns during the first quarter of FY 2000. The total number of electronically filed returns for individual income tax totals 68,522 or 13.2% of total returns filed.

The Commission will implement the capability for taxpayers to pay taxes using a credit card in January 2000.

Total revenue receipted for FY99 was \$2,098,846,953. The total gross revenue consists of 53% Income tax, 33% Sales Tax, 11% Motor Fuels, and 3% Other Taxes. Of the total revenues, \$763.1 million of (36.4%) were handled via Electronic Funds Transfer (EFT). Total returns receipted and processed were 1,821,211.

For more information contact Laurel Williams at 334-7515.

Rev and Tax - Tax Commission, State

County Support

Description:

County Support provides oversight and technical support in the administration of the property tax system, working to ensure fair, equitable and accurate property taxation. Services include education in property tax assessment administration and appraisal, property appraisal research, forest land and forest products' appraisal, day-to-day support to county elected officials, ratio study review and recommendations, operating property appraisal, and budget and levy review and approval.

Major Functions and Targeted Performance Standard(s) for Each Function:

1. Expand and improve the services the agency provides.
 - A. Consult with the Assessor's Education Committee, the Examination Committee, and the Idaho Association of Assessment Personnel to develop and provide education, training, and certification programs that meet county and state needs.

Actual Results			
1996	1997	1998	1999
100%	100%	100%	100%
Projected Results			
2000	2001	2002	2003
100%	100%	100%	100%

2. Provide a flexible and responsive information technology structure.
 - A. Expand the Geographical information System.

Actual Results			
1996	1997	1998	1999
30%	30%	50%	56%
Projected Results			
2000	2001	2002	2003
65%	75%	95%	99%

Program Results and Effect:

The primary goal of the Division is to ensure that all property owners receive equal application of the Idaho property tax laws and that these laws are administered as efficiently and effectively as possible.

The County Support Division in FY99 continued to monitor the administration of property tax law in Idaho to ensure that the property tax burden of all taxpayers is fair and equitable. We conduct an annual ratio study to ensure that each jurisdiction is estimating property values at the current market level so that all taxpayers bear an equitable burden under the law. The Division appraised operating properties and utilities that may be located in multiple jurisdictions (Centrally Assessed Properties).

The Division continues to provide quality training for the counties with annual summer and winter schools. During FY99, the education program continued to provide several more regional offerings for the counties. Additional appraisal seminar offerings were presented in conjunction with the Idaho Association of Assessment Personnel.

Expansion of the Geographical Information System continues. Through 1998, the Commission had helped 22 counties in their computer mapping programs. At the end of FY99, the number of counties currently being assisted is 25.

For more information contact Laurel Williams at 334-7515.